



U.S. Environmental Protection Agency
Region 5 - Air and Radiation Division

Air Enforcement Tracking System Complaint Form



Citizens ID Code :	4368			
Source of Complaint :	<input type="radio"/> In Person	<input type="radio"/> Fax	<input type="radio"/> Other	
	<input type="radio"/> Internet	<input checked="" type="radio"/> Phone	<input type="radio"/> State	
	<input type="radio"/> Internet - OECA	<input type="radio"/> Mail	<input type="radio"/> Other Program Office	
Type of Complaint :	<input type="checkbox"/> Asbestos Demo/Reno			
	<input type="checkbox"/> CFC			
	<input type="checkbox"/> Odor			
	<input checked="" type="checkbox"/> Other			
Date Complaint Received :	04/11/2007			
Date/Time Record Created :	04/12/2007 10:19:04 AM			
Person Entering Complaint :	Bonnie Bush			
Assigned To :	Bonnie Bush,			
Date Assigned :	04/11/2007			
Date Response Due :	04/26/2007			
Date Response Completed :	04/11/2007			

Complainant's Information:

Name: Non-releasable
Address:
City: HOLLAND
State: MI
ZipCode:
E-mail Address: Non-releasable
Home Phone Number:
Work Phone Number:

Alleged Violator's Information:

Company/Individual's Name: HOLLAND TERMINAL
Contact Person:
Street Address:
City: HOLLAND
State: MI
Zip Code:
Phone Number:

Description of Complaint:

Non-releasable phoned for information about EPA's recent settlement with Holland Terminal. She also described years of attempts by citizens to get Holland Terminal, whom she identifies as Quality Oil, to do something about odorous and toxic emissions (her characterization). She asked what guarantees the citizens have that Holland will abide by the agreement, and she wanted to know who she should now contact with problems.

Type of Response:

- | | |
|--|---|
| <input type="checkbox"/> Compliance Inspection Conducted | <input type="checkbox"/> Referred to Other Federal Agency |
| <input checked="" type="checkbox"/> E-mail | <input type="checkbox"/> Referred to Other State Agency |
| <input type="checkbox"/> On-site Visit (Not an Inspection) | <input type="checkbox"/> Referred to State Environmental Agency |
| <input type="checkbox"/> Other (such as Local Government) | <input type="checkbox"/> Warning Letter |
| <input checked="" type="checkbox"/> Phone or Letter Response | |

Comments:

I sent her an email providing web sites for the Consent Agreement and the press release. I told her that the only guarantees we can offer are the same guarantees we offer anyone about any facility subject to environmental regulations, and that is that the facilities are required by law to comply with all regulations and legal agreements, and if they don't they are vulnerable to enforcement actions and penalties. I informed her that she should continue to work with MDEQ if any problems arise. She seemed satisfied with the response.

Attachment(s):

Attach Files ==>>:

Link to EDMS ==>>:

